



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

AT&T Communications of Illinois, Inc.
for Filing Period 7/1/2008 to 9/30/2008
Tracking Number 2438

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	5.10	4.20	4.50	4.60
B. Operator Answer Time - Information Section 730.510(a)(1)	5.15	4.82	4.77	4.91
C. Repair Office Answer Time Section 730.510(b)(1)	62.00 *	15.00	34.00	37.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	8.00	8.00	8.00	8.00
E. Percent of Service Installations Section 730.540(a)	100.00 %	99.83 %	100.00 %	99.94 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	80.85% *	81.00% *	82.35% *	81.40% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.19	0.19	0.14	0.17
H. Percent Repeat Trouble Reports Section 730.545(c)	3.35 %	5.52 %	3.60 %	4.16 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	1	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$443.83	\$3.86	\$0.00	\$447.69
B. Number of credits issued for repairs - 24-48 hours	3	1	0	4
C. Number of credits issued for repairs - 48-72 hours	3	0	0	3
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

C&D represents IL Lg. bus.; Nat. Sm. bus. results = Jul 18&6; Aug 16&10; Sep 26&6 ; Item C due to one call; Item F due in part to weather; Item I results not available